

BENEFITS OF Defense Personal Property System (DPS) FOR DOD CUSTOMERS

DPS will provide for Department of Defense (DOD) Customers for the Quality of Life through:

Full Replacement Value (FRV) Protection - *With full replacement value, a service member would receive enough funds to replace or repair a lost or damaged item at its present value.*

Customer Survey for quality service – *This feature provides the Service Members the opportunity to complete a Customer Satisfaction Survey (CSS) to rate the performance of their mover. The survey also measures services provided by origin and destination Personal Property Shipping Offices (PPSO).*

On-line shipment tracking - *DPS provides an online resource for information and guidelines about the Service Members personal property move in and out of specific countries and installations, including shipping office information, weight allowances, and customs information.*

Empowered communication with TSP – *DPS is available to the Service Member 24 hours a day, 7 days a week, 365 days a year from any location to provide the capability for the Service Member to access his particular shipment for progress and delivery status.*

Streamlined claims process - *DPS allows the Service Members direct on-line claims filing, negotiation, and settlement capabilities.*

Expanded counseling support through Web-Based information system - *Self-Service Counseling - Self-Counseling guides the Service member through the personal property data entry process, verifying the data as the customer enters it. Self-Counseling determines the service members entitlements based upon the type of orders issued for the relocation (i.e. Rank, Branch of Service, Type of Orders, and special circumstances, if applicable). Self Counseling support also provides access to a collection of online resources discussing entitlements and others topics that apply to the move.*